

MAILING SERVICES MANAGEMENT SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
3553	Mailing Services Supervisor I	03	214	6 mo.	10/02/92
3552(3553)	Mailing Services Supervisor II	03	214	6 mo.	10/02/92
2419	Mailing Services Manager	03	214	6 mo.	10/02/92

Promotional Line: 320

Series Narrative

Employees in this series manage or assist in the management of a centralized campus mail service facility. They direct or supervise the work of mail production staff, mail messenger services, and coordinate activities with the U. S. Post Office in the pick up and delivery of U. S. mail.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Mailing Services Supervisor I **3553**

Employees at this level supervise a small centralized campus mailing service facility or assist in the supervision of a medium-sized centralized campus mailing service facility. They work under direction from higher level personnel.

A Mailing Services Supervisor I typically--

1. supervises and coordinates or assists in the supervision and coordination of the activities of a small/medium-sized facility
2. obtains or assists higher level supervisors in obtaining maximum use of mail service equipment and facilities
3. trains and supervises or assists in the training and supervision of personnel in the use of mailing service equipment and in mailing service procedures
4. participates in mailing service operations as necessary
5. advises campus departments concerning facility services or costs
6. assists in or on own prepares reports, maintains financial records, and submits budgetary requirements to departmental or postal administrators
7. performs other related duties as assigned

Level II: Mailing Services Supervisor II**3552(3553)**

Employees at this level supervise a medium-sized central mailing service facility or assist in the management and operations of a large central mailing service facility (one with multiple mailing service operations). They work under direction from a designated manager.

A Mailing Services Supervisor II typically--

1. supervises and coordinates or assists in the direction and coordination of the activities of a medium-sized/large facility
2. trains and supervises staff in the use of mailing service equipment or in mailing service procedures
3. evaluates vendor services and equipment and makes recommendations/acts as appropriate, including the recommendation/submission of operational budget proposals
4. prepares reports concerning service usage, labor costs, or equipment evaluations; prepares reports required by postal authorities
5. acts as liaison to US Post Office
6. resolves or recommends resolution of customer complaints concerning mailing services
7. estimates job costs for users; advises users of mailing methods and services
8. coordinates and oversees the maintenance of automated mailing lists and other data bases
9. participates in mailing service operations as necessary
10. performs other related duties as assigned

Level III: Mailing Services Manager**2419**

Employees at this level manage a large mailing service facility (one with multiple mailing service operations). They work under administrative direction from a designated administrator.

A Mailing Service Manager typically--

1. establishes policies, procedures, and operational budgets to maintain and improve standards of operations in the receipt, processing, and delivery of campus and US mail
2. analyzes the need for and purchases mail production equipment and materials
3. develops reports, including financial and operational reports for the overall planning, evaluation, and control functions of the mailing service operation
4. reviews and implements proposals to improve the mailing service facility and equipment in order to maintain an efficient operation
5. directs all mailing service facility personnel in carrying out aspects of the operation

6. resolves sensitive complaints concerning the campus mailing service policies and services
7. represents campus mailing service to postal authorities
8. performs related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Mailing Services Supervisor I

3553

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or equivalent
2. any one or any combination of the following types of preparation:
 - (a) progressively more responsible work experience in mailing service operations
 - (b) credit for progressively more advanced college course work comparable to that leading to a major in business administration or a related field
 - (c) credit for progressively more advanced college course work comparable to that leading to a major in other fields than the ones listed in "b"

that totals 1.0 unit according to the following conversion rates:

18 months of "a" = 1.0 unit

60 semester hours (or Associate degree) of "b" = 1.0 unit.

60 semester hours (or Associate degree) of "c" = 0.75 unit maximum.*

Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

3. 30 months of progressively more responsible work experience in mail service operations, in addition to the experience/training required in #2

*That is, up to 3/4 (or 0.75 unit) of the preparation required to satisfy requirement 2 may be this type of training. The balance of the preparation must be supplied by one or more of the other types listed above.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of mailing service practices and regulations
2. supervisory ability
3. organizational ability
4. ability to prepare reports and maintain records

Level II: Mailing Services Supervisor II**3552(3553)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or equivalent
2. any one or any combination of the following types of preparation:
 - (a) progressively more responsible work experience in mailing service operations
 - (b) credit for progressively more advanced college course work comparable to that leading to a major in business administration or a related field
 - (c) credit for progressively more advanced college course work comparable to that leading to a major in other fields than the ones listed in "b"

that totals 1.0 unit according to the following conversion rates:

3 years of "a" = 1.0 unit

120 semester hours (or Bachelor's degree) of "b" = 1.0 unit

120 semester hours (or Bachelor's degree) of "c" = 0.75 unit
maximum.*

Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

3. in addition to the experience/training required in #2, three years of work experience in mailing service operations, two of which were comparable to the next lower level of this series

*That is, up to 3/4 (or 0.75 unit) of the preparation required to satisfy requirement 2 may be this type of training. The balance of the preparation must be supplied by one or more of the other types listed above.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. broad knowledge of mailing service practices and regulations
2. knowledge of automated mail and recordkeeping systems
3. supervisory and organizational skills
4. skill in preparing reports and maintaining records
5. administrative ability
6. ability to work effectively with the staff and public

Level III: Mailing Services Manager**2419**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of credential requirements listed for the Mailing Service Supervisor II
2. 2 years of work experience comparable to the next lower level of this series

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. extensive knowledge of mailing service practices and regulations
2. knowledge of automated mail and recordkeeping systems
3. administrative skills
4. supervisory and organizational skills
5. skill in preparing reports and maintaining records
6. ability to work effectively with the staff and public

Mailing Services Supervisor I
Mailing Services Supervisor II
Mailing Services Manager

(REVISED)
(REVISED)
(NEW)